

# William L. Fulcher, MD, MEd

wfulchermd@gmail.com • (224) 531-1697  
• Irondale, AL, 35210

## Healthcare Operations Management

**Highly resourceful professional with experience in enhancing the existing operations through strategic planning, aimed at achieving the desired outcomes.**

Adept at devising and executing innovative operating strategies aimed at increasing productivity, profitability, and operational efficiency. Capable of managing successful initiatives associated with operations, while delivering quality leadership as well as defining strategic planning. Demonstrated success in developing, deploying, and evaluating systems aimed at improving service quality. Instrumental in organizing programs and activities in accordance with mission and goals of the organization. Proven track record of devising and refining programs to support strategic direction of organization, while creating and managing long-term goals. Collaborative communicator, focused on building relationships and synergy across business lines to drive positive change.

## Areas of Expertise

Operations Management  
Development Approaches  
Relationship Building

Staff Training & Development  
HR & Staffing Initiatives  
Budget Formulation & Forecasting

Policy & Process Improvement  
Project Coordination &  
Management  
Program Planning & Sustainability

## Career Experience

### Private Medical Practice

**2016-present**

Leverage in-depth expertise in pharmacotherapy, medicine, and healthcare in the areas of effective wellness practices.

- Collaborating Physician, Absolute Health & Wellness
- Engaged in several “pro bono” health care services, mission work trips, and private consultations.

### CVS Health, Inc., Woonsocket, RI

**2010 – 2016**

Vice President, Medical Affairs

Organized and led a team of 40+ pharmacists and physicians to ensure clinical accountability of prescription drug selections (formularies) for 50M+ Americans, insured through commercial and Medicare Part D plans. Maintained compliance with Medicare and other government agencies through development of internal authorization and appeal processes. Shaped national corporate policy for client adoption of generic medication while providing exceptions for critical therapies like epilepsy, transplants.

- Established company policies related to the value of medication adherence (proprietary pharmaco-economic model), the use of generic drugs, narrow therapeutic index (NTI) drugs, preventative medicine medications, value of “non-FDA approved” drugs, and medication coverage for HIV and transgender patients.
- Built an internal physician case review team and saved CVS Health and clients between \$2-3M/year in external case review services.

- Established an internal accreditation team (URAC/NCQA) and enabled the company to recruit and retain health plan clients, with annual revenues in excess of \$50M.
- Devised and implemented a process for coverage review of compounded and OTC drugs, resulting in annual savings of between \$150K-250K in drug spend per client.
- Collaborated with internal partners to create automated compliance notification program for realizing sustained compliance improvements of 2-3% for members with critical cardiovascular conditions.

## Additional Experience

### **Caremark Inc., Scottsdale, AZ 2006-2010**

Medical Director, Medical Affairs,

### **Academic Service- University of Alabama at Birmingham School of Medicine**

Associate Professor, Department of Family Medicine 1990-2006

Medical Director, UAB Student Health Services 1999-2006

Director of Research & Community Outreach, Department of Family & Community Medicine 1996-1999

Clinical Research Physician, Office of Clinical Research, University of Alabama at Birmingham, Birmingham, AL 1996-1999

Residency Director, Department of Family & Community Medicine 1990-1996

Medical Director, Mary Lewis Convalescent Center - Birmingham, AL 1992-1996

### **National Health Service Corp Physician, Snow Hill, NC 1986-1990**

Medical Director, Greene County Health Care, Inc.

Clinical Assistant Professor, East Carolina University School of Medicine, Greenville, NC

## Education

### **Bachelor of Science, Biology, with Honors**

North Carolina State University, Raleigh, NC

### **Doctor of Medicine, with Honors 1978-1982**

University of North Carolina, Chapel Hill, NC

### **Masters of Arts in Adult Education/ Individual Counseling, 1985-1986**

University of Alabama, Birmingham, AL

## Certifications and licensing

Unrestricted Alabama medical license- 1986 to present

American Board of Family Medicine - Re-certified 1992, 1999, 2006, 2013

## Awards & Honors

Best Doctors in America- 2001, 2003, 2004, 2005, 2006

Alabama Primary Health Care Association "Presidents Award", 1993

Outstanding Faculty Award, 1991, 1993, 2000 - UAB Department of Family Medicine

National Health Service Corp. Regional Administrators Award, 1990

North Carolina Primary Care Association, "Rural Doctor of the Year", 1990

University of North Carolina School of Medicine Warwick Fellowship, 1981